



# **TASK ORDER**

47QFCA18F0082

## **Information Technology (IT) Support Services**

in support of:

### **Army National Guard (ARNG) National Capital Region (NCR), Directorate of Information Management (DOIM)**

Issued to:

**INNOVATIVE MANAGEMENT CONCEPTS, INC.  
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Issued by:

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## SECTION C - PERFORMANCE WORK STATEMENT

### **C.1 BACKGROUND**

The Army National Guard (ARNG) requires support for the operation, maintenance, modernization, expansion, and further evolution of the National Capital Region Director of Information Management (NCR DOIM) and the associated Information Technology (IT) services, infrastructure support, and program management services. This effort supports the ARNG NCR DOIM IT infrastructure, Campus Area Network (CAN), Local Area Networks (LANs), and associated services. NCR DOIM will use the Information Technology Infrastructure Library (ITIL) best practices framework as the basis for IT Service Management (ITSM) model. While the NCR DOIM has not previously incorporated the ITIL framework into its service management processes, the NCR DOIM will use the ITIL service model to provide management, operations, maintenance, security, and support for the IT and telecommunications infrastructure that provide delivery of IT services to ARNG and National Guard Bureau Joint Staff (NGB JS) users in the NCR. The ARNG NCR DOIM is responsible for the management and delivery of all Army Command, Control, Communication, Computers Information Management (C4IM) services provided to ARNG and NGB JS users within NCR. This effort is the primary means by which these comprehensive IT services are planned, delivered, and managed.

The ARNG NCR DOIM supports ITSM across the NCR, implementing and utilizing the ITIL v3 framework to manage IT operations. Some of the major support requirements include network administration, service desk, network and IT engineering, audio and video services, telecommunications management, network and IT engineering, asset management, equipment maintenance and disposition, cybersecurity, and Continuity of Operations (COOP). These services are provided primarily at the TARC and several locations within the NCR. Those locations include ARNG or NGB JS offices at the Pentagon, Congressional buildings, General Officer quarters on military installations in the NCR, the District of Columbia (D.C.) Armory, and the NGB COOP site.

#### **C.1.1 PURPOSE**

The purpose of this requirement is to acquire contractor support for the operations, modernization, expansion, and further evolution of the IT services for the ARNG NCR DOIM. The contractor shall provide a wide range of IT and infrastructure support as well as program management services that will be described in the task requirements.

#### **C.1.2 AGENCY MISSION**

##### **C.1.2.1 ARNG**

The ARNG is a military force with Federal and state missions that range from providing emergency assistance to state and local law enforcement agencies to supporting the nation's military strategies. It is a unique and complex organizational and operational environment involving the NGB, the ARNG, and various directorates. There are National Guard (NG) entities located throughout the 50 states, Puerto Rico, Virgin Islands, Guam, and D.C. The NG is unique in that, by law, it has a dual mission: 1) to support the Governors under Title 32 United States Code (U.S.C.) Section 502(f), and 2) to provide a high state of preparedness and be available on short notice to the President under Title 10 U.S.C. Under Title 10, the NG units fall under control of the Army command structure.

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### **C.1.2.2 ARNG G6 - CHIEF INFORMATION OFFICE**

The Chief Information Office of the ARNG G6 helps preserve the operational ARNG by developing and maintaining operational and tactical networks; governing, developing, and integrating all applications and systems; and leveraging other Department of Defense (DoD) IT solutions to meet ARNG requirements.

### **C.1.2.3 ARNG NCR DOIM**

The ARNG NCR DOIM is the IT service provider for the ARNG and NGB JS in the NCR. The ARNG NCR DOIM is subordinate to the ARNG G6, it is a customer to the ARNG G6 for Enterprise IT services, and it reports to the ARNG Chief of Staff. As the NCR IT service provider, the ARNG NCR DOIM manages the CAN and each interconnected Local Area Network (LAN) for both the Non-secure Internet Protocol Router Network (NIPRNet) and Secret Internet Protocol Router Network (SIPRNet). The ARNG NCR DOIM supports nearly 3,000 end users in multiple locations; as such, the ARNG NCR DOIM manages an environment that currently includes approximately 4,000 end-user devices (e.g., laptops, desktops, thin clients, zero clients), dozens of virtual and physical servers, over 100 networking devices (i.e., routers, switches, firewalls, network appliances), ten network storage devices, 75 Video Teleconference (VTC) systems (mixture of desktop and conference room VTCs), 4,400 telephone handsets, approximately 150 Multi-Function Devices (MFDs), and over 1,000 wireless devices (e.g., smartphones, tablets, hotspots, etc.).

## **C.2 SCOPE**

This Performance Work Statement (PWS) defines the effort supporting the ARNG NCR DOIM infrastructure, networks, Audio/Visual (A/V) services, photo services, telecommunications services, and associated services. ARNG NCR DOIM utilizes the ITIL best practices framework as the basis for ITSMIT model.

The contractor shall interface with other contractors and Government organizations, internal and external to the ARNG, and shall conduct IT operations that adhere to required ARNG IT security policies and procedures.

This TO defines the end user as the user seeking assistance from the ARNG NCR DOIM for IT support services. From the contractor's point of view, the customer is the ARNG NCR DOIM, which in turn provides services to its own customers (end users).

## **C.3 CURRENT IT/NETWORK ENVIRONMENT**

The ARNG NCR DOIM depends on a wide variety of assets to deliver services. Serving as the backbone of the IT infrastructure are Wide Area Networks (WANs) that are known as the ARNG portion of the Department of Defense Information Network (DODIN) and DODIN-SIPR, which are currently maintained and operated by the Regional Cyber Center – National Guard (RCC-NG) separately from this effort. The NIPR and SIPR WANs are Multiprotocol Label Switching (MPLS) networks providing the communications channel for voice, video, and data among all NG entities. The communication channels from the ARNG end-points (ARNG Enterprise layer) along with the network's core are currently provided by a third party under a contract administered by the United States (U.S.) GSA. The ARNG NCR DOIM networks connect to the DODIN through a point of presence in the TARC. The ARNG NCR DOIM CAN interconnects

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the ARNG NCR DOIM LANs at TARC, the Pentagon, the Russell Office Senate Building, the Longworth House Office Building, General Officer quarters, and the NGB COOP site. All of the edge devices (e.g., routers, firewalls, switches, network appliances, etc.) on the ARNG NCR DOIM side of the network and devices (e.g., servers, storage devices, end-user devices, MFDs, etc.) connected to the ARNG NCR DOIM LANs are managed by the contractor. These devices are owned by ARNG.

### **C.4 OBJECTIVE**

ARNG NCR DOIM intends to continue a high level of operational performance and further develop the concept of delivering services in a manner consistent with the ITIL service management framework and meet the following specific objectives:

- a. Develop operational efficiencies of the available resources through utilization and maturation of ITIL processes resulting in improved Total Cost of Ownership (TCO).
- b. Improve customer service and internal efficiency by emphasizing proactive system management using ITIL processes.
- c. Increase the cybersecurity posture of the ARNG NCR DOIM in order to ensure the confidentiality, availability, and integrity of ARNG NCR DOIM-managed systems.
- d. Leverage technology advancements to increase the performance, security, and efficiency of ARNG NCR DOIM IT services.

### **C.5 TASKS**

The contractor shall perform the following tasks IAW the Government's Service Level Agreements (SLAs):

Task 1: Provide Program Management

Task 2: IT Service Management (ITSM)

Task 3: Managed Services

Task 4: Technical Refresh Support

Task 5: Project and Initiative Support (Optional)

The contractor shall provide support primarily at the TARC located at 111 South George Mason Drive, Arlington, Virginia (VA). The contractor shall also provide support at the NGB JS Offices located at the Pentagon and the NGB COOP site. To a lesser degree, the contractor shall provide support to the NGB Congressional offices, D.C. Armory, and General Officer quarters at Fort (Ft.) McNair, Joint Base Anacostia-Bolling, and Joint Base Myer-Henderson Hall.

All hardware and software provided by the contractor shall be compatible with the above stated guidance.

All standards for content and format to be applied to the referenced deliverables are provided in Section F.

#### **C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT**

The contractor shall provide program management support under this TO. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this TO. The contractor shall identify a

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Program Manager (PM) by name, as a primary Point of Contact (POC), who shall provide management, direction, administration, quality control, and leadership of the execution of this TO. The contractor shall schedule meetings and provide deliverables IAW the Government-approved delivery schedule. The contractor shall establish and maintain the Project Management Plan (PMP) (**Section F, Deliverable 04**) and provide the Government with an organizational diagram and a directory of the positions, names, and contact information of all engineering, operations, and program management personnel who are designated as Government POCs.

### **C.5.1.1 SUBTASK 1.1 – PERFORMANCE MANAGEMENT**

The contractor shall gather, process, and present the SLA data at regularly scheduled review sessions.

The contractor shall:

- a. Deliver services IAW requirements established under this TO.
- b. Meet all SLAs IAW the SLA schedule. As services are transitioned from the incumbent contractor to the incoming contractor, the incoming contractor shall meet the SLAs for the corresponding service. The contractor shall refine previous SLAs, define appropriate new SLAs, and implement ongoing performance-based metrics against these objectives iteratively over the life of the TO. This shall be outlined in the SLA and reported in the Monthly Program Status Report (MPSR).
- c. Employ ITIL-based service-level management processes and monitor and report on service management levels throughout the period of performance.
- d. Provide personnel, tools, and processes to monitor, manage, and regulate performance and security and continuously optimize performance.
- e. Develop a Quality Control Plan (QCP) as part of the PMP that describes the overall plan, procedures, and controls that the contractor will use to provide and maintain a satisfactory quality system for the duration of the period of performance.
- f. Capture and convert information from assigned components and systems to generate the performance measurements required by the SLAs.
- g. Conduct regular service review meetings to report on service levels and end-to-end performance.
- h. Identify required improvements in service levels on a continual basis.
- i. Develop and maintain an Integrated Master Schedule (IMS) (**Section F, Deliverable 12**) that is vertically traceable to the contractor's Work Breakdown Schedule (WBS) and the requirements of the PWS. All schedule requirements must be contained in the IMS. The IMS shall contain critical path information about all ongoing projects and synchronize their relationship to other projects and activities.
- j. The contractor shall evaluate the impact of new initiatives or proposed changes to ongoing project activities and identify recommendations regarding acceptance of this new project and consequences of such decisions to ongoing support activities and plans and report to the Government.

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### **C.5.1.2 SUBTASK 1.2 – ACCOUNTING FOR CONTRACTOR MANPOWER REPORTING**

The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the ARNG via a secure data collection site. The contractor shall completely fill in all required data fields using the following web address: <http://www.ecmra.mil/>.

Reporting inputs will be for the labor executed during the period of performance during each Government Fiscal Year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported No Later Than (NLT) October 31 of each calendar year. Contractors may direct questions to the support desk at: <http://www.ecmra.mil/>.

Contractors may use Extensible Markup Language (XML) data transfer to the database server or fill in the fields on the website. The XML direct transfer is a format for transferring files from a contractor's systems to the secure web site without the need for separate data entries for each required data element at the website. The specific formats for the XML direct transfer may be downloaded from the web.

### **C.5.1.3 SUBTASK 1.3 – COORDINATE A PROJECT KICK-OFF MEETING**

The contractor shall schedule, coordinate, and host a Project Kick-Off Meeting at the location approved by the Government (**Section F, Deliverable 02**). The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include Key contractor Personnel, representatives from the directorates, other relevant Government personnel, and the FEDSIM COR.

At least three days prior to the Kick-Off Meeting, the contractor shall provide a Kick-Off Meeting Agenda (**Section F, Deliverable 01**) for review and approval by the FEDSIM COR and the ARNG Technical Point of Contact (TPOC) prior to finalizing. The agenda shall include, at a minimum, the following topics/deliverables:

- a. POCs for all parties.
- b. Draft Project Management Plan (PMP) (**Section F, Deliverable 03**) and discussion including schedule, tasks, etc.
- c. Personnel discussion (i.e., roles and responsibilities and lines of communication between contractor and Government).
- d. Staffing Plan and status.
- e. Updated Transition-In Plan (**Section F, Deliverable 05**) and discussion.
- f. Security discussion and requirements (i.e., building access, badges, Common Access Cards (CACs)).
- g. Invoicing requirements.
- h. Transition-Out discussion.
- i. Baseline QCP (**Section F, Deliverable 07**).

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The Government will provide the contractor with the number of Government participants for the Kick-Off Meeting and the contractor shall provide sufficient copies of the presentation for all present.

The contractor shall draft and provide a Kick-Off Meeting Minutes Report (**Section F, Deliverable 42**) documenting the Kick-Off Meeting discussion and capturing any action items.

### **C.5.1.4 SUBTASK 1.4 – STATUS REPORTS**

#### **C.5.1.4.1 SUBTASK 1.4.1 – DAILY SYSTEM STATUS REPORT**

The contractor shall submit a Daily System Status Report (**Section F, Deliverable 13**) with input from the ARNG NCR DOIM Operations Staff. The Daily System Status Report is an informal means of working with Service Operations and communicating information about:

- a. System performance.
- b. Status of current and upcoming events and activities.
- c. Events that may have an impact on operations or have a negative impact on ARNG NCR DOIM users' ability to appropriately access and utilize services provided by or assessable through the ARNG NCR DOIM.

#### **C.5.1.4.2 SUBTASK 1.4.2 – WEEKLY SYSTEM STATUS REPORT**

The contractor shall submit Weekly System Status Reports (**Section F, Deliverable 14**) with input from each of the functional areas. The Weekly System Status Report shall provide information about the current state of the operations as well as planned activities. This report information shall be structured utilizing the following sections:

- a. Service Level Management
- b. Incidents and Problems
- c. Changes
- d. Maintenance
- e. Projects Status
- f. Contractual Activities
- g. Issues
- h. Incident, Request, and Trouble Ticket Summary

#### **C.5.1.4.3 SUBTASK 1.4.3 – MONTHLY PROGRAM STATUS REPORT (MPSR)**

The contractor shall develop and provide an MPSR (**Section F, Deliverable 10**). The MPSR shall include the following:

- a. Activities during reporting period, by task (include ongoing activities, new activities, and completed activities as well as progress to date on all above mentioned activities). Start each section with a brief description of the task.
- b. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them and the corrective actions that may have already been taken.
- c. Personnel gains, losses, and status (security clearance, etc.).

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- d. Government actions required.
- e. Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
- f. Summary of trips taken, conferences attended, etc. (attach Trip Reports to the MPSR for the reporting period).
- g. After Action Reports (AARs) for high visibility event support (e.g., real world events, exercises, leadership conferences, General Officer and Senior Executive Service events, etc.).
- h. Accumulated invoiced cost for each CLIN up to the previous month.
- i. Projected cost of each CLIN for the current month.
- j. Service Level Management statistics.
- k. Availability Management statistics.
- l. Capacity Management statistics and progress.
- m. Demand Management statistics.
- n. Incident, Request, and Trouble Ticket Summary.
- o. Service Desk Summary.
- p. Change Management activities.
- q. Maintenance activities.
- r. Updated risk analysis.
- s. Other contractor activities.

### **C.5.1.5 SUBTASK 1.5 – CONVENE TECHNICAL STATUS MEETINGS**

The contractor PM shall convene a monthly Technical Status Meeting with the ARNG TPOC, FEDSIM COR, and other Government stakeholders (**Section F, Deliverable 08**). The purpose of this meeting is to inform all stakeholders of the monthly activities and MPSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the FEDSIM COR within five workdays following the meeting (**Section F, Deliverable 09**).

### **C.5.1.6 SUBTASK 1.6 – PREPARE A PROJECT MANAGEMENT PLAN (PMP)**

The contractor shall document all support requirements in a PMP. The contractor shall provide the Government with a draft PMP (**Section F, Deliverable 03**) on which the Government will make comments. The final PMP (**Section F, Deliverable 04**) shall incorporate the Government's comments.

The PMP shall:

- a. Describe the proposed management approach.
- b. Include milestones, tasks, and subtasks required in this TO.
- c. Develop and maintain an IMS (**Section F, Deliverable 12**) that is vertically traceable to the contractor WBS, and the requirements of this PWS. All schedules required throughout the contract must be contained in the IMS. This IMS shall contain critical



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path information about all ongoing projects and synchronize their relationship to other projects and activities.

- d. Provide for an overall WBS and associated responsibilities and partnerships between or among Government organizations.
- e. Include the contractor's QCP.
- f. Provide methods used to meet the Government's SLAs and reporting results.
- g. Provide methods for improving service-level management and operating more efficiently, including proactive, ITIL-compliant service enhancements and problem avoidance.
- h. Provide methods for maintaining relationships with other contractors supporting or using ARNG NCR DOIM services.
- i. Provide methods for developing metrics and Key Performance Indicators (KPIs).

### **C.5.1.7 SUBTASK 1.7 – UPDATE THE PROJECT MANAGEMENT PLAN (PMP)**

The PMP is an evolutionary document that shall be updated annually at a minimum (**Section F, Deliverable 36**). The contractor shall work from the latest Government-approved version of the PMP.

### **C.5.1.8 SUBTASK 1.8 – PREPARE TRIP REPORTS**

The Government will identify the need for a contractor Trip Report (**Section F, Deliverable 11**) when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, POC at travel location, summary and conclusions, and any items for further actions (action items). The contractor shall format Trip Reports IAW Army Regulation 25-50 "Preparing and Managing Correspondence."

### **C.5.1.9 SUBTASK 1.9 – UPDATE BASELINE QCP**

The contractor shall provide a baseline QCP as required in Section F (**Section F, Deliverable 07**). The contractor shall periodically update the QCP, as required in Section F (**Section F, Deliverable 37**), as changes in program processes are identified.

Within the QCP, the contractor shall identify its approach for providing quality control in meeting the requirements of the TO. The contractor's QCP shall describe its quality control methodology for accomplishing TO performance expectations and objectives. The contractor shall fully discuss its validated processes and procedures that provide high quality performance for each Task Area. The QCP shall describe how the processes integrate with the Government's requirements.

### **C.5.1.10 SUBTASK 1.10 – TRANSITION-IN**

The contractor shall update the draft Transition-In Plan (**Section F, Deliverable 05**) provided with its proposal and provide a final Transition-In Plan as required in Section F (**Section F, Deliverable 06**). The contractor shall have minimum service disruptions to vital Government business and no service degradation during and after transition. The contractor shall implement its Transition-In Plan NLT five calendar days after award, and all transition activities shall be completed 90 calendar days after approval of the final Transition-In Plan (**Section F, Deliverable 06**).

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### **C.5.1.11 SUBTASK 1.11 – TRANSITION-OUT**

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a draft Transition-Out Plan within six months of Project Start (PS) (**Section F, Deliverable 38**). The Government will work with the contractor to finalize the Transition-Out Plan (**Section F, Deliverable 40**) IAW Section E. At a minimum, this Transition-Out Plan shall be reviewed and updated on an annual basis (**Section F, Deliverable 40**). Additionally, the Transition-Out Plan shall be reviewed and updated quarterly during the final Option Period (**Section F, Deliverable 40**).

In the Transition-Out Plan, the contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- a. Project management processes.
- b. POCs.
- c. Location of technical and project management documentation.
- d. Status of ongoing technical initiatives.
- e. Appropriate contractor-to-contractor coordination to ensure a seamless transition.
- f. Transition of Key Personnel.
- g. Schedules and milestones.
- h. Actions required of the Government.

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings or as often as necessary to ensure a seamless transition-out.

The contractor shall implement its Transition-Out Plan NLT six months prior to expiration of the TO.

### **C.5.2 TASK 2 – IT SERVICE MANAGEMENT (ITSM)**

The contractor shall apply and adapt the best practices for ITSM as the basis for managing and operating the ARNG NCR DOIM's IT services. ITSM provides a structured approach for managing the services. The contractor shall implement ITSM practices IAW the current ITIL best practices framework that provides guidance to service providers on the provision of quality IT services and on the processes, functions, and capabilities needed to support them.

The objectives of implementing ITIL are the following:

- a. The contractor shall be responsible for all processes in the service delivery framework that promotes the consistent delivery and management of the services to end users.
- b. The contractor shall focus on the delivery of services to end users.
- c. The contractor shall respond to dynamic mission requirements and priorities.
- d. The contractor shall implement new processes and technologies and improve current processes.
- e. The contractor shall realize cost efficiencies through the use of well-defined, repeatable, and well-documented processes to manage IT systems and services throughout the lifecycle.

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The contractor shall create and maintain an ITSM Plan (**Section F, Deliverable 19**) describing the Service Management System, how ITSM will be managed, supporting policies, and the overall service delivery. The ITSM Plan shall outline the processes, roles, responsibilities, associated technologies, and SLAs/Service Level Objectives (SLOs) tied to each of the ITIL Lifecycles including the following sub-sections:

1. Continual Service Improvement (CSI)
2. Service Strategy
  - A. Service Portfolio Management
  - B. Technology Planning/Strategy Management
  - C. Financial Management
3. Service Design
  - A. Project Design and Coordination
  - B. Service Catalog Management
  - C. Service-Level Management
  - D. Supplier Management
  - E. Availability Management
  - F. Capacity Management.
  - G. IT Service Continuity
  - H. Information Security Management
4. Service Transition
  - A. Project Transition Management
  - B. Service Asset and Transition
  - C. Change Management
  - D. Release and Deployment Management
  - E. Knowledge Management
  - F. Service Validation and Testing
5. Service Operations
  - A. Event Management
  - B. Incident Management
  - C. Request Management
  - D. Problem Management
  - E. Access Management

### **C.5.2.1 SUBTASK 2.1 – CONTINUAL SERVICE IMPROVEMENT (CSI)**

The contractor shall continually monitor and evaluate ARNG NCR DOIM services, processes, and technologies to determine effectiveness and efficiency and whether they address ARNG NCR DOIM business objectives. CSI interacts with all areas of IT service delivery and all stages of the ITSM framework, Service Strategy, Service Design, Service Transition, and Service Operations. CSI includes ensuring continuous quality improvements and identifying a means of improving delivery of services. Implementation of CSI practices, which objectively measure the

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contractor's and ARNG NCR DOIM's ability to deliver services and develop a means of applying proactive capacity and availability management techniques, are key in service delivery.

The contractor shall:

- a. Implement and manage the ITIL seven-step improvement process for CSI.
- b. Develop and maintain a CSI Register (**Section F, Deliverable 20**) to capture and track service improvements and measure proposed benefits with realized benefits as well as process improvement initiatives, timelines, capabilities, and costs reflective of the Government business priorities and mission needs.
- c. Conduct service and process assessment review and/or meetings.
- d. Design and periodically update a Baseline Service and Process Assessment Report to measure effectiveness and efficiency (**Section F, Deliverable 21**).
- e. Coordinate the design and improvement of measurements, metrics, benchmarking, KPIs, and reporting methods with service-level management and service and process owners.
- f. Coordinate with Service Operations activities to ensure current tools and other measurement methods are available in production, have the capacity for proposed service and process measurements, and provide the correct measurements.
- g. Suggest new tools and measurement methods and coordinate on their deployment.
- h. Develop Service Improvement Plans in coordination with Service Design to introduce service improvement changes into the production environment and determine the appropriate resourcing.
- i. Coordinate CSI training with knowledge management.
- j. Report CSI activities in the MPSR.

### **C.5.2.2 SUBTASK 2.2 – SERVICE STRATEGY**

Service Strategy focuses on aligning IT services with the needs of business. It describes the processes, procedures, tasks, and checklists used by an organization for establishing integration with the organization's strategy, delivering value, and maintaining a minimum level of performance. It allows the organization to establish a baseline from which it can plan, implement, measure, and improve services, processes, and technologies. The contractor shall perform the following subtasks in support of Service Strategy.

#### **C.5.2.2.1 SUBTASK 2.2.1 – SERVICE PORTFOLIO MANAGEMENT**

The contractor shall create, manage, and enhance ARNG NCR DOIM's Service Portfolio (**Section F, Deliverable 22**) including introducing new services (Service Pipeline), ensuring current services (Service Catalog) meet current requirements, and retiring services no longer required. These services and support shall conform to the most current Army C4IM services list.

#### **C.5.2.2.2 SUBTASK 2.2.2 – TECHNOLOGY PLANNING**

The contractor shall identify new technologies and technology trends that may positively impact its capability to deliver quality services. The contractor shall forecast service demand and assess opportunities in unmet or underprovided customer needs. The contractor shall examine services and processes to assess and review current ARNG NCR DOIM needs and utilizations in light of new and emerging technologies.

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The contractor shall:

- a. Provide the following types of technology planning support:
  1. Continually evaluate the IT marketplace, trends, and growth.
  2. Maintain a list of business requirements and the corresponding Service Pipeline.
  3. Develop and enhance demand management processes, ensuring current and proposed services are right-sized to demand or resources.
  4. Use broad current technical and business process knowledge to establish future customer technology and process goals and define current infrastructure and services baseline.
- b. Develop Technology Trending Reports (**Section F, Deliverable 23**) that analyze the industry trends and present the potential impact of these trends on the current and planned ARNG NCR DOIM activities.
- c. Evaluate the impact of technology trends on the IMS.
- d. Develop and periodically update the technology refresh portion of the Service Strategy section of the ITSM Plan that accounts for current ARNG NCR DOIM technology plans and adjusts them based on the expansion plans and developments in the IT industry. The contractor shall provide long-term and short-term technology refresh and modernization strategy updates. The contractor shall propose alternative technology refresh strategies to implement proposed initiatives in Service Design.

### **C.5.2.2.3 SUBTASK 2.2.3 – FINANCIAL MANAGEMENT/ACTIVITY-BASED COSTING**

The contractor shall document baseline TCO and incremental costs for delivering all services provided and reduce TCO utilizing the ITIL mechanism of CSI.

The contractor shall:

- a. Align the services costs to the most current Army C4IM services list.
- b. Develop financial and operational expansion estimates including Return on Investment (ROI) and cost avoidance for supporting additional customer requirements and a rough order of magnitude.
- c. Keep track and report on incremental costs associated with supporting expansion.
- d. Provide Business Case Analyses to support the initiation or suspension of service delivery. Analyses will support ARNG NCR DOIM decisions to implement or alter the portfolio of services provided.
- e. Provide financial estimates and reports of costs and cost avoidance for initiatives, projects, Service Design Packages (SDPs), and changes under consideration.

### **C.5.2.3 SUBTASK 2.3 – SERVICE DESIGN**

The contractor shall provide IT Services Design to meet the business objectives of the ARNG NCR DOIM. The contractor shall provide services that are stable and predictable. The services should mitigate risk and protect the ARNG NCR DOIM from security threats.

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### **C.5.2.3.1 SUBTASK 2.3.1 – PROCESS MANAGEMENT**

The role of the process management function is to design new or update existing services, processes, and technologies in the ARNG NCR DOIM IT environment in a manner that meets availability, capacity, and performance requirements. The contractor shall implement all processes in process management.

#### **C.5.2.3.1.1 SUBTASK 2.3.1.1 – SERVICE LEVEL MANAGEMENT (SLM)**

The contractor shall provide the following SLM:

- a. Design new or update existing services with specific service levels and Critical Success Factors (CSFs) defined at project conception and agreed to by ARNG NCR DOIM and project stakeholders.
- b. Develop and maintain Operational Level Agreements (OLAs) (**Section F, Deliverable 24**), identifying roles, responsibilities, and resources required.
- c. Draft new or update existing SLAs for all services.
- d. Draft new or update measurements, metrics, and KPIs with an emphasis on availability, reliability, and performance for services in coordination with service owners and CSI.
- e. Report and monitor SLAs, SLOs, metrics, and KPIs in the MPSR.
- f. In conjunction with CSI, proactively audit service and process owners for compliance with SLAs and SLOs.
- g. Coordinate SLM with CSI activities.

#### **C.5.2.3.1.2 SUBTASK 2.3.1.2 – SERVICE CATALOG MANAGEMENT**

The contractor shall create and maintain an NCR Service Catalog (**Section F, Deliverable 25**) that provides descriptions and performance information about services provided by the ARNG NCR DOIM. Each entry in the service catalog shall provide details about scope of the service, its availability and pricing, relation to other services, as well as relationship with other services. Typically, a catalog will have two views including a customer-facing view from which business users can browse and select services, and a technical view that documents exactly what is required to deliver each service in the catalog. Services in the catalog shall align with the current version of the Army C4IM services list.

The contractor shall create, maintain, and update the IT Service Catalog with all relevant data to include capabilities for Service Request and Tier 0 capabilities.

#### **C.5.2.3.1.3 SUBTASK 2.3.1.3 – CAPACITY MANAGEMENT**

The contractor shall:

- a. Provide that all services (new and existing) meet capacity requirements outlined with the corresponding SLA and underpinning resources that can support the service.
- b. Coordinate demand management and its effects on resource capacity.
- c. Monitor component performance and provide analysis of proposed changes to current infrastructure and resources.

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### **C.5.2.3.1.4 SUBTASK 2.3.1.4 – AVAILABILITY MANAGEMENT**

The contractor shall:

- a. Allow for the availability of ARNG NCR DOIM services while accounting for service continuity.
- b. Design services to meet availability requirements as defined in corresponding SLA.
- c. Report services and underpinning resources availability, at a minimum, in the MPSR.

### **C.5.2.3.1.5 SUBTASK 2.3.1.5 – IT SERVICE CONTINUITY MANAGEMENT AND COOP**

ARNG NCR DOIM hosts its managed services at TARC, with an alternate site for COOP Plans. The alternate site shall have the ability to provide managed services to a subset of ARNG and NGB JS personnel during COOP activation using the same configuration as the primary site. The contractor shall maintain recovery times IAW SLAs, SLOs, and other service availability standards.

The contractor shall:

- a. Design, maintain, update, and enhance the ARNG NCR DOIM COOP capability to maintain the same level of operational support as the main ARNG NCR DOIM site, and ensure that the alternative capability be ready within one hour of the service's failure or designated downtime.
- b. Provide Alternate systems that are:
  1. Maintained with the same software release levels and patches as the primary systems.
  2. Configured with the same configuration information as the primary site systems.
  3. Capable of operating on their own in case of partial or full failure of the primary site systems.
- c. Facilitate the COOP exercises with the following elements:
  1. Maintain operational support by using tools and systems available from the alternate site.
  2. Provide support activities using the alternate facilities for the duration of the outage or exercise.
  3. Transition operations back to the TARC facility.
  4. Update primary operational and support tools and systems with data collected and updated during the outage.
  5. Initiate operations from the primary site.
  6. Re-synch primary and alternate systems.
  7. Stand down the alternate operations.
- d. Maintain and operate COOP site tools as a result of new or changed services, support directives, and/or security mandates.
- e. Develop, maintain, test, and implement back-up and restore Standard Operating Procedures (SOPs) and maintain off-site backups.
- f. Develop, maintain, test, and execute COOP during emergencies, disasters, real-world events, and training situations.

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- g. Provide an After Action Reviews (AAR) (**Section F, Deliverable 26**) in the event of outages, disasters, emergencies, real world events, and training exercises.
- h. Plan and document the necessary COOP site resource requirements and ensure that these are periodically reviewed and tested.

### **C.5.2.3.1.6 SUBTASK 2.3.1.6 – SUPPLIER MANAGEMENT**

In providing NCR-wide IT services, the ARNG NCR DOIM organization acts as the integrator for delivery of IT services to NCR users. ARNG NCR DOIM relies on the services of multiple contractors and Government agencies that provide the different services needed. For example, the ARNG NCR DOIM relies on external organizations and contracts for WAN access, wireless service, MFD leasing, ITSM configuration, and Commercial Off-the-Shelf (COTS) hardware and software maintenance.

The contractor shall work cooperatively with other contractors and vendors in executing the requirements of the TO.

The contractor shall establish working agreements that enable it to meet the ARNG NCR DOIM dictated performance agreements under the TO IAW the PMP. Examples of such coordination may include establishing incident and problem resolution paths between the ARNG NCR DOIM Service Desk and the Army Enterprise Service Desk – National Guard (AESD-NG); and, documenting the division of responsibilities between the ARNG NCR DOIM and the RCC-NG by creating a Site-Specific Implementation Plan (SSIP) for Government Approval (**Section F, Deliverable 27**) and implementing the Plan upon approval.

### **C.5.2.3.1.7 SUBTASK 2.3.1.7 – CYBER/INFORMATION SECURITY**

The contractor shall facilitate the following aspects of cybersecurity: physical, personnel, facility, and information systems through policies and controls IAW Army Regulation (AR) 25-2, AR 380-5, Chairman of the Joint Chiefs of Staff Instruction (CJCSI) 6510.01F, and DoD 5220.22-M, DoD Directive (DoDD) 8140.01, DoD Instruction (DoDI) 8500.01, DoDI 8530.01, DoDI 8510.01, and DoD 8570.01-M. The contractor shall manage information security risks and report findings to the Government in a Risk Management Plan (**Section F, Deliverable 16**).

The contractor shall develop a draft Operations Security (OPSEC) SOP/Plan (**Section F, Deliverable 17**) and provide it to the Government for comment within 90 calendar days of TOA. After Government comments, the final SOP/Plan (**Section F, Deliverable 18**) shall be delivered to be reviewed and approved by the responsible Government OPSEC officer, per AR 530-1, Operations Security. This SOP/Plan shall include the Government's critical information, why it needs to be protected, where it is located, who is responsible for it, and how to protect it. In addition, the contractor shall identify an individual who will be an OPSEC Coordinator. This individual shall become OPSEC Level II certified IAW AR 530-1.

### **C.5.2.3.2 SUBTASK 2.3.2 – PROJECT DESIGN AND COORDINATION**

The contractor shall be responsible for project design and coordination including:

- a. Provide individual IT initiatives and projects that may address all aspects of ARNG NCR DOIM IT and business operations for the purpose of improving and expanding the ARNG NCR DOIM service offerings. These projects shall be performed as part of ongoing Operations and Maintenance (O&M) requirements. These projects will be



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managed as separately defined and self-contained work efforts that have an approved schedule, specific requirements, and defined CSFs.

- b. Improve upon and manage the process by which all project initiatives are collected, managed, reviewed, and approved before resources are allocated for them. These initiatives may be externally or internally generated requirements.
- c. Implement and continually improve Agile Project Management methodology and incorporate Agile Project Management methodology into the ITIL service management framework.
- d. Coordinate and convene initiative review panels comprised of the various stakeholders. This initiative review panel will either approve or disapprove initiatives. Once approved, these initiatives become projects, design packages, and changes under this TO.
- e. All initiatives, projects, and design packages shall conform to appropriate viewpoints IAW the latest DoD Architecture Framework (DoDAF) guidelines, and the contractor shall update any in progress projects, if needed.

If an initiative requires extensive resources (typically more than 40 hours of work) it requires a Project Implementation Plan (**Section F, Deliverable 28**) as part of the design package. The costs of preparing the design packages shall be included in the O&M activities.

### **C.5.2.3.2.1 SUBTASK 2.3.2.1 – SERVICE DESIGN PACKAGES (SDPs)**

- a. The contractor shall develop SDPs (**Section F, Deliverable 29**) including change, initiative, and projects that contain the following, at a minimum:
  - 1. Systems Documentation
  - 2. Test Plan
  - 3. Test Procedures
  - 4. Draft Test Summary
  - 5. System Architecture diagrams and schemas IAW DoDAF
  - 6. Bill of Materials
  - 7. Draft Training Documentation
  - 8. Service Catalog Description
  - 9. Business Case Analysis, and Analysis of Alternatives including five-year O&M estimate
  - 10. IMS Effect
  - 11. Project Implementation Plan
  - 12. Proposed Policies and Procedures
  - 13. System Integration Plan
  - 14. Other artifacts dependent upon process improvements and refinements implemented by the contractor
  - 15. Effects on Configuration Items (CIs)
- b. The contractor shall provide weekly project updates in the weekly status meeting. The contractor shall also document and track directives and mandates that impact ARNG NCR DOIM services. Frequently, these mandates (primarily ARNG Communications Tasking Orders (CTOs)) may be related to ARNG NCR DOIM initiatives that may

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trigger changes to services. The contractor shall manage the development and execution as aligned with ARNG NCR DOIM initiatives following the same process.

### **C.5.2.4 SUBTASK 2.4 – SERVICE TRANSITION**

ITIL-based Service Transition supports the planning and execution of delivery activities to transition services from the design stage to the operational environment. The contractor shall support the transition of ARNG NCR DOIM's services from design stage to the operational environment.

#### **C.5.2.4.1 SUBTASK 2.4.1 – PROCESS MANAGEMENT**

The contractor shall perform all processes in Service Transition.

##### **C.5.2.4.1.1 SUBTASK 2.4.1.1 – ASSET AND CONFIGURATION MANAGEMENT**

The contractor shall:

- a. Implement and maintain processes for the management of assets and CIs.
- b. Manage all equipment from procurement to disposal. Manage, maintain, and update the Government's asset management and configuration management system for all assets and CIs and their relationships to other CIs and artifacts. Process artifacts such as incident, problem, and change records.
- c. Develop and perform Configuration Audits (**Section F, Deliverable 30**) in coordination with ARNG NCR DOIM to verify the information in the configuration management system is the same as in production.

##### **C.5.2.4.1.2 SUBTASK 2.4.1.2 – KNOWLEDGE MANAGEMENT**

The contractor shall:

- a. Update and maintain ARNG NCR DOIM's Documentation Library.
- b. Maintain SOPs and job aids ensuring they are current and easily accessed.
- c. Develop training for new or changed services and processes.
- d. Track usage of knowledge and develop processes to improve knowledge transfer and training.

#### **C.5.2.4.2 SUBTASK 2.4.2 – TRANSITION MANAGEMENT OF SDPs**

The contractor shall transition SDPs into a Request for Change (RFC), which are submitted to the Government's Change Management Board (CMB) for review and approval before proposed changes to the production environment are enacted and become a Release Package.. These SDPs, projects, and changes shall be constantly updated on the IMS in coordination with Service Design.

The contractor shall develop RFCs that contain, at a minimum, the following:

- a. Systems documentation
- b. Test plan
- c. Test procedures

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- d. Draft test summary
- e. System Architecture diagrams and schemas IAW DoDAF
- f. Bill of Materials
- g. Draft training documentation
- h. Service Catalog description
- i. Release Policy Plan and documentation
- j. IMS effect
- k. Project Implementation Plan
- l. Proposed policies and procedures
- m. System Integration Plan
- n. CI effects
- o. Impact and risk assessments
- p. Success criteria
- q. Relationship to other services and processes
- r. Change procedures
- s. Rollback procedures
- t. Draft Network Maintenance Alert
- u. Other artifacts dependent upon process improvements and refinements implemented by the contractor

### **C.5.2.4.2.1 SUBTASK 2.4.2.1 – CHANGE MANAGEMENT**

The contractor shall:

- a. Manage all changes to ARNG NCR DOIM services and infrastructure ensuring the lowest level of risk.
- b. Prioritize and review all RFCs.
- c. Evaluate all changes.
- d. Schedule and coordinate Government CMB.
- e. Schedule and conduct Post Implementation Reviews.
- f. Record all changes in the configuration management system.
- g. Support service validation and testing and release and deployment as necessary.
- h. Provide reports on change activity in the MPSR.

### **C.5.2.4.2.2 SUBTASK 2.4.2.2 – SERVICE VALIDATION AND TESTING**

The contractor shall test all changes before release in the live environment.

The contractor shall:

- a. Test enhancements and new configurations of the current operational systems and/or test replacement equipment and systems.
- b. Place emphasis on pre-deployment testing of new tools, updates, and patches, including rollback procedures and simulation.

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- c. Provide test results to change management.

### **C.5.2.4.2.3 SUBTASK 2.4.2.3 – RELEASE AND DEPLOYMENT MANAGEMENT**

The contractor shall perform all release and deployment processes and release planning of changes to the live environment. The contractor shall transition SDPs, changes, and projects to Service Release Packages (SRPs) upon approval from the CMB. The SRPs shall include:

- a. Release technical description.
- b. Release site(s) location(s).
- c. Release Plan of Action and Milestones (POA&Ms).
- d. Site and location of facility requirements (e.g., power, Heating, Ventilation, and Air Conditioning (HVAC)).
- e. Site physical security requirements.
- f. Site environment and safety considerations.
- g. Release build and test operational and verification plan(s).
- h. Plan for user and organization communications (as required).
- i. Plan to update all affected documentation including site drawing packages; integrated architecture, engineering, and operations supporting documentation; asset data; and CIs in the configuration management system.
- j. Identified risks and mitigation strategies.

The contractor shall conduct post-implementation reviews and coordinate the closure of the ticket with change management.

### **C.5.2.5 SUBTASK 2.5 – SERVICE OPERATIONS**

The contractor shall operate, manage, and secure equipment and systems used to deliver services identified in the Service Catalog and to deliver these services to NCR users. The contractor shall perform all processes in Service Operations.

#### **C.5.2.5.1 SUBTASK 2.5.1 – EVENT MANAGEMENT**

The contractor shall respond to Service Operations events (e.g., system-related outages) and security situations.

The contractor shall:

- a. Provide event management.
- b. Provide real-time situational awareness of events and report those to the Government.
- c. Respond to events.
- d. Report any events in the MPSR to include:
  - 1. Total number of events for the reporting period.
  - 2. Summary and analysis of the event triggers that resulted in incidents for the current reporting period.
  - 3. Problems which arise as a result of events.

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### **C.5.2.5.2 SUBTASK 2.5.2 – INCIDENT MANAGEMENT**

The contractor shall:

- a. Provide incident management.
- b. Log, categorize, prioritize, allocate, track, and escalate incidents.
- c. Provide the status and summary of incidents in the MPSR.
- d. Respond to incidents and notify the Government, as necessary, such as in the case of escalation.
- e. Use the Government's incident management tool.
- f. Provide incident analysis (detailed in Section C.5.3.2.5).
- g. Post the notification about unscheduled maintenance IAW SLAs.
- h. Communicate scheduled maintenance notification IAW SLAs.
- i. Communicate information about known issues and outages and their anticipated resolution times as described in the SLAs.

### **C.5.2.5.3 SUBTASK 2.5.3 – PROBLEM MANAGEMENT**

The contractor shall:

- a. Implement, maintain, and enhance Problem Management processes and activities.
- b. Identify, monitor, diagnose, mitigate, and report problems.
  1. Perform problem management on availability, capacity and demand, event, incident, and Government-provided data.
  2. Establish and track problem records in the Problem Management tracking tool to relate incident or event data and document problem artifacts.
  3. Identify underlying root cause of assigned problems.
  4. Develop workarounds and create known error records in a Known Error Database (KEDB), if applicable. Include the following information within the error records:
    - A. Clear, concise problem statement.
    - B. Determination for root cause investigation.
    - C. Process (incident, event, or Government) from which the problem originated.
    - D. Significance of the problem and related effects.
    - E. Extent of the problem, timeframe of the problem (where possible), and detailed explanation of problem solutions.
  5. Find or create a problem solution.
  6. Determine resolution and plan and generate RFC(s), as required, to resolve problem.
- c. Implement approved problem solutions.
- d. Perform problem and root cause analysis (detailed in Section C.5.3.2.6).

### **C.5.2.5.4 SUBTASK 2.5.4 – REQUEST MANAGEMENT**

The contractor shall:

- a. Manage the life cycle of all service requests from users.

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- b. Improve service request processes.
- c. Provide innovative solutions to manage user service requests.

### **C.5.2.5.5 SUBTASK 2.5.5 – ACCESS MANAGEMENT**

The contractor shall:

- a. Implement, maintain, and enhance Access Management processes and activities.
- b. Validate access requests for services.
- c. Maintain systems or interfaces that provide validation and verification of user credentials.
- d. Monitor, log, track, and manage access activities and notify the Government of violations and remove or restrict access.

### **C.5.3 TASK 3 – MANAGED SERVICES**

The managed service tasks apply to all supported locations with specific site requirements for the remote and COOP sites detailed in Sections C.5.3.6 and C.5.3.7. The contractor shall provide enhanced support for ARNG and NGB JS priority personnel (e.g., General Officers, Senior Executive Service, and supporting staff) as specified in SLAs. The contractor shall provide on-site support for priority personnel requests within one hour of notification.

#### **C.5.3.1 SUBTASK 3.1 – ENGINEERING AND PROJECT SUPPORT**

The contractor shall establish an engineering group that supports the Service Delivery process by providing enhanced technical knowledge and analysis to the O&M activities. In addition, the engineering team members shall provide configuration management as well as planning required to meet availability and capacity requirements of the current services, now and in the future.

- a. The contractor shall provide O&M engineering support for, at a minimum, the following:
  - 1. Network Architecture Planning and Management, Integration and Implementation, and Network Performance Analysis.
  - 2. Requirements gathering, analysis, and documentation.
  - 3. Security Architecture Planning, Integration and Implementation, and Performance Analysis.
  - 4. Cybersecurity to include assessing the impact of Information Assurance Vulnerability Alert (IAVA), Computer Network Defense (CND) Directives, and Secure Technical Implementation Guideline (STIG) implementation.
  - 5. DoD Risk Management Framework (RMF) security control implementation.
  - 6. Technical Project Management.
  - 7. Video and Audio Teleconferencing.
  - 8. Telecommunications.
  - 9. Software integration and image deployment.
  - 10. Continued Virtual Desktop Infrastructure (VDI) deployment and optimization.
  - 11. Service Desk operations.
- b. The contractor shall provide engineering support for all changes to the ARNG NCR DOIM IT infrastructure and its service offerings. This support includes technical

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activities as well as establishing priorities, adjusting schedules, projecting staffing, estimating rough costs, and developing high-level Concept of Operations (CONOPS) documentation. Projects may encompass all facets of the ARNG NCR DOIM operations.

- c. The contractor shall also provide Tier II and III support to the Service Desk in problem and incident resolution; develop TCO projections; and develop project initiatives, SDPs, changes, and projects requested by the ARNG NCR DOIM.

### **C.5.3.2 SUBTASK 3.2 – ARNG NCR DOIM SERVICE DESK**

The ARNG NCR DOIM Service Desk, provided by the contractor, is the end-user POC for all service support and is a critical element of the customers' perception of how well the ARNG NCR DOIM performs its mission. The ARNG NCR DOIM Service Desk handles incidents and requests and provides an interface for activities such as changes, problems, configuration, releases, service levels, and IT Service Continuity Management. All incidents are managed using the Government's incident handling system. Currently, the ARNG NCR DOIM utilizes IssueTrak as the service desk ticketing system; however, the Government plans to transition the ARNG NCR DOIM service desk to the ARNG's Enterprise ticketing system (currently BMC ITSM) within the base year of the TO. The contractor shall support the transition of ARNG NCR DOIM IssueTrak to the ARNG's Enterprise ticketing system.

The NCR Service Desk is organized into support tiers: Tier 0 (self-service) provides service applications, Tier 1 provides immediate end-user interface (e.g., phone, website), Tier 2 provides system administrative support, and Tier 3 provides engineering-level troubleshooting and configuration changes through the Engineering Team, occasionally with assistance from appropriate vendors. The contractor shall perform support at all tiers. Tiers 0 and 1 support is described in the subsections below. The contractor shall provide Tiers 2 and 3 support for the operations processes listed here in support of all Task 3 subtasks:

- a. Event Management
- b. Incident Management
- c. Problem Management
- d. Request Management
- e. Access Management

The ARNG NCR DOIM Service Desk shall:

- a. Manage the problem management, incident management, and request fulfillment processes.
- b. Manage customer service expectations by identifying and communicating services to customers.
- c. Return the customer to normal operations within SLA requirements and specifications.
- d. Continually improve service performance.
- e. Perform consistent workflow support enabling service request escalations across disparate IT infrastructure contracts.
- f. Provide updates about outages and problem resolution efforts.
- g. Collect, consolidate, analyze, and report performance metrics for services provided to customers.

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- h. Provide the ARNG NCR DOIM with accurate and appropriate data that enables responsible operational decisions.

The contractor shall provide Service Desk support on a 24 hours per day, seven days per week, 365 days per year (24x7x365) basis in a manner that meets or exceeds the applicable SLAs. See **Section J, Attachment K** for historical service statistics and metrics.

### **C.5.3.2.1 SUBTASK 3.2.1 – TIER 0 SPECIFIC TASKS**

The contractor shall:

- a. Use the Government's service desk tool to provide self-service functionality, such as finding answers, ordering a service or product, checking the status of a ticket, subscribing to and viewing notifications regarding service outages, and creating tickets.
- b. Report on utilization and identify areas of improvement.

### **C.5.3.2.2 SUBTASK 3.2.2 – TIER 1 SPECIFIC TASKS**

Currently, the ARNG NCR DOIM Service Desk is the first POC for end users seeking assistance. All requests for service are submitted to the Service Desk in the form of telephone calls, or Service Desk website (currently IssueTrak) entry.

- a. The contractor shall provide Tier 1 support for the following support functions to end users who use ARNG NCR DOIM-managed or controlled systems and/or equipment:
  - 1. End user support:
    - A. Resolve application usage questions.
    - B. Coordinate requests for a new system or upgrades to the existing system (software and hardware).
    - C. Coordinate requests for new telecommunication services.
    - D. Coordinate requests for asset and staff moves.
  - 2. Resolve domain issues:
    - A. Password resets.
    - B. End-user account creation and deletion.
    - C. Profiles, including access permissions and end-user profiles.
  - 3. LAN support:
    - A. Verify connectivity.
    - B. Properly configure remote LAN workstations.
    - C. Monitor network alerts.
  - 4. WAN coordination:
    - A. Verify connectivity.
    - B. Monitor network alerts.
  - 5. Provide for the operation of remote audio and video equipment.
  - 6. Not reject a caller based upon a problem not being within their purview. The contractor shall make every effort to initially solve the problem or refer it to the most appropriate support organization or Tier-level support.



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7. Use the Government-owned system for handling all incident, request, and problem tickets.
8. Escalate tickets to Tier 2 and 3 as necessary.
9. Report Tier 1 metrics.

### **C.5.3.2.3 SUBTASK 3.2.3 – HANDLING USER CONTACT**

All requests for service from the end users are currently routed to the ARNG NCR DOIM Service Desk for initial handling.

The contractor shall:

- a. Provide 24x7x365 Service Desk coverage with full on-site coverage at TARC during core hours, and reduced on-site coverage at TARC during non-core hours, while maintaining the ability to meet or exceed SLAs.
- b. Answer calls in a manner required by applicable SLAs.
- c. Greet the customer with a live Service Desk member and/or standard ARNG NCR DOIM dictated welcome message to answer calls in queue awaiting a live Service Desk member to support the caller as required by applicable SLAs.
- d. Verify existing or obtain new end-user information such as locations, organizations, and contact information.
- e. Check for requests coming through the website or other means (email, walk up customers, etc.) on a continuous basis and create trouble tickets based on these requests as required by the appropriate SLAs.
- f. Identify the nature of the user request and classify it correctly.
- g. Record any additional information obtained from the end user.
- h. Assign priority based on Government provided criteria.
- i. Provide the end user with a ticket number.
- j. Escalate the tickets, as required, by assignment to the appropriate group or Tier Level.

### **C.5.3.2.4 SUBTASK 3.2.4 – TICKET UPDATES**

- a. The contractor shall properly manage tickets created by or assigned to the contractor using the following criteria:
  1. Update all tickets as required by the SLAs.
  2. Maintain status of all open trouble tickets and escalate as required.
  3. Coordinate resolution with other internal and external teams, as appropriate.
  4. Update the end users with progress of the incident resolution through the trouble ticket updates.
  5. Check the assigned tickets queue on a continuous basis throughout the support hours.
  6. Provide advice and guidance to the end users regarding restoration of interrupted service.
- b. The contractor shall perform problem resolution process from the initial contact with the end users to resolution of the incident regardless of whether the problem is resolved by Tier 2 or 3, or it has to be escalated to other organizations. The contractor shall ensure

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that the end users are updated with the progress of the resolution process; the contractor's staff shall provide updates to the end users on a regular basis as defined by the SLAs. The contractor shall also be responsible for verifying resolutions with the end users, by doing regular checks with ticket submitters of a subset of resolved tickets, to verify end-user concurrence in the resolution.

### **C.5.3.2.5 SUBTASK 3.2.5 – INCIDENT ANALYSIS**

The incident resolution process involves both immediate assistance to the end users and analysis of the encountered issues. To increase efficiency of employed systems and to minimize disruption to the ongoing operations, the Government requires incident analysis to decrease response times, maintain user satisfaction, quickly restore normal operations, and reduce the occurrence of incidents in the future.

The contractor shall:

- a. Provide initial diagnosis, when possible, leveraging Knowledge Management.
- b. Constantly monitor event and incident tickets to proactively identify, in real time, incident trends.
- c. Open problem tickets for incidents depending on the nature and/or frequency of the incident(s).
- d. Present the summary results of incident analysis, along with identifying areas for improvement, on a regular basis, as part of the standard MPSR.

### **C.5.3.2.6 SUBTASK 3.2.6 – PROBLEM ANALYSIS**

The identification of root cause of problems as defined in ITIL and the means of resolving them is not limited to technical solutions only, but can also incorporate identification for improving internal processes, as appropriate. Continual analysis will allow the Service Desk to proactively anticipate and resolve potential end user problems. The contractor shall:

- a. Support Problem Management processes and activities.
- b. Conduct problem analysis on all problem tickets.
- c. Perform root cause analysis using appropriate analysis techniques to identify the underlying cause of the problem, its overall impact, and solutions for eliminating this cause in the future.
- d. Update every problem ticket with information about the root cause of the problem.
- e. Update the KEDB with known errors, work arounds, and solutions.
- f. Test and vet proposed solutions through the change management process before releasing into production.
- g. Support problem analysis of known errors and release them into production and ensure they are logged in the KEDB.

### **C.5.3.2.7 SUBTASK 3.2.7 – SERVICE SATISFACTION SURVEYS**

The ARNG NCR DOIM measures end-user and customer satisfaction with contractor's performance via two surveys.

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- a. Immediate End-User Satisfaction Survey. This survey is automatically initiated upon closure of the incident/problem/requests ticket.
- b. Project Leader Survey. The ARNG NCR DOIM may send out this survey to the Government staff members who have direct working relationship with the contractor.

The contractor shall initiate the automated surveys as well as for compiling results and presenting summaries to the Government during MPSRs.

### **C.5.3.3 SUBTASK 3.3 – NCR LAN AND ACTIVE DIRECTORY (AD) ADMINISTRATION**

The ARNG NCR DOIM is responsible for the administration of the ARNG NCR DOIM portion of DODIN-A and DODIN-A-SIPR. The ARNG NCR DOIM provides comprehensive administration of all NCR LAN devices to include routers, firewalls, switches, network appliances, storage devices, file servers, print servers, VDI servers, end-user devices (e.g., laptops, desktops, zero clients, thin clients, and tablets), and MFDs. The ARNG NCR DOIM is responsible for administration of its Organizational Unit (OU) within the NG Microsoft AD Domain.

#### **C.5.3.3.1 SUBTASK 3.3.1 – NCR LAN ADMINISTRATION**

The ARNG NCR DOIM must ensure that all devices are securely configured and tested prior to installation on the NCR LAN. After installation, the devices must be regularly updated with vendor patches, security patches, operating system upgrades, firmware upgrades, and new security configurations. The ARNG NCR DOIM must periodically perform backups and test backups to ensure the ability to recover mission-critical information. The contractor shall:

- a. Configure all devices according to STIGs.
- b. Test devices prior to installation on the network.
- c. Install devices on the network.
- d. Add devices to the network.
- e. Monitor communications from various Government agencies (e.g., United States Cyber Command (USCYBERCOM), Defense Information Systems Agency (DISA), ARCYBER, ARNG, etc.) for applicable directives to include IAVAs, CTOs, CND Directives, and STIG releases.
- f. Develop and maintain site-specific equipment inventory and configuration. The site-specific information shall include:
  1. As-built diagrams and schematics.
  2. Rack space layouts.
  3. Equipment interconnectivity.
- g. Develop and operate comprehensive network monitoring and management systems.
- h. Troubleshoot connectivity and configuration issues.
- i. Support Service Design and Service Transition activities and processes, as necessary.
- j. Test software updates, security patches, vendor patches, etc., prior to installation in the production environment.
- k. Electronically “push” software updates, security patches, vendor patches, etc., to devices.

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- l. Provide local touch labor services to include installation, troubleshooting, software updates, security updates, vendor patches, etc., when electronic application means do not exist.
- m. Maintain current virus definitions on all ARNG NCR DOIM-managed IT assets.
- n. Install approved software applications as requested by users and approved by the ARNG NCR DOIM.
- o. Monitor networking, computing, and storage resource utilization and address any resource shortfalls.
- p. Allocate additional computing and storage resources to virtual machines, as necessary.
- q. Review audit logs on a monthly basis and inform the Government of any findings outside of baseline.
- r. Create and maintain shared storage drives to support collaboration.
- s. Monitor network to identify outages.
- t. Maintain network availability IAW SLAs. Perform troubleshooting, cause identification, and issue resolution, as necessary. Coordinate with external service providers to resolve network issues outside of the LAN boundaries.
- u. Create, maintain, and delete user and administrator accounts.
- v. Coordinate with vendors for maintenance or failed device replacement, as required.
- w. Conduct periodic backups and backup testing. Perform restore using backups as necessary.
- x. Upgrade and modernize (refresh) equipment and software to meet the needs of the ARNG NCR DOIM and ensure compatibility with DoD standards.
- y. Manage a variety of end-point security products (e.g., Assured Compliance Assessment Solution (ACAS), Host-Based Security Solution (HBSS), Tanium, etc.).
- z. Coordinate with the RCC-NG and DISA to resolve Enterprise Email issues and requests (e.g., group email accounts, email user class modifications, requesting archived emails, etc.).

### **C.5.3.3.2 SUBTASK 3.3.2 – ACTIVE DIRECTORY (AD)**

AD is used to authenticate and authorize all users and computers in a Windows domain type environment by assigning and enforcing security policies for all computers and installing or updating software. The RCC-NG is responsible for top-level domain administration, and the ARNG NCR DOIM is responsible for administering the National Guard Readiness Center (NGRC) OU within the NG Windows domain. The ARNG NCR DOIM is not currently responsible for the Windows Domain Controllers, which are the responsibility of the ARNG G6 Enterprise team.

The contractor shall:

- a. Install, set-up, maintain, and update AD objects.
- b. Maintain domain plan, OU plan, and other design documentation.
- c. Trust relations with the Enterprise AD and external AD structures.
- d. Manage NCR-level OUs.

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- e. Manage site replication.
- f. Develop plans and implement upgrade and transition to new versions of AD, as required.
- g. Manage user accounts.
- h. Manage groups and group policies.
- i. Add, delete, and /modify objects.
- j. Manage shared folders usage size.
- k. Add, delete, and /modify OUs.
- l. Manage trust relations with other domains.
- m. Manage AD schema.
- n. Backup and restore AD services.

### **C.5.3.4 SUBTASK 3.4 – AUDIO/VISUAL (A/V) SUPPORT**

The ARNG NCR DOIM provides a wide range of A/V services to customers in the NCR. A/V services include, but are not limited to, photography, audio and video recordings and broadcast, and VTC Support. The contractor shall provide comprehensive support for A/V services.

#### **C.5.3.4.1 SUBTASK 3.4.1 – PHOTOGRAPHY SUPPORT**

The contractor shall provide support for official Department of the Army (DA) and Command photographs, as well as the dissemination of the photographs through the Army's enterprise information system. Currently, the requirement for DA photos is 50 per week, with a peak of 80 per week. Command photo demand is approximately three requests per week. The contractor shall provide on-site photography support at the TARC.

The contractor shall:

- a. Receive, accept, and schedule DA and Command photo requests through the Army's Visual Information Ordering Site (VIOS).
- b. Operate the photo studio IAW Army Regulation 640-30. Conduct DA photoshoots every Monday, Wednesday, and Friday between 0700-1600 hours.
- c. Provide advice and guidance to photograph subjects on proper uniform appearance IAW Army Regulation 670-1.
- d. Prepare DA photos and Command photos using COTS software.
- e. Maintain a current DA Photo Management Information System (DAPMIS) account, and upload DA photos to the DAPMIS.
- f. Conduct Command photoshoots every Tuesday and Thursday between 0700-1600 hours.
- g. Distribute Command photos to customers via email or printed hardcopy, as requested.
- h. Ensure still photo equipment and software is in good working condition with proper maintenance and warranties. Inform Government when equipment and software are not functioning, expiring, and/or in need of replacement.

#### **C.5.3.4.2 SUBTASK 3.4.2 – EVENT RECORDING AND BROADCAST**

The ARNG and NGB JS conduct numerous events that require photography, video, and audio recordings and/or broadcast. Typical events include town halls, leadership conferences, and

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ceremonies (e.g., retirements, promotions, anniversary celebrations, etc.). Currently, there are approximately 85 requests for A/V support at these events per week. The events are normally at TARC, or within approximately ten miles from TARC.

The contractor shall:

- a. Receive, accept, and schedule A/V event support requests submitted by the customer.
- b. Conduct the recording at the required location.
- c. If required, broadcast the event via the ARNG's broadcasting system (currently Tricaster).
- d. If required, provide assistance to stream the event via the Defense Collaboration Services (DCS) or via social media.

### **C.5.3.4.3 SUBTASK 3.4.3 – VTC SUPPORT**

The ARNG NCR DOIM provides support to all unclassified and secret-level VTC systems and desktop VTCs at TARC, NGB sections of the Pentagon, and the COOP site. The ARNG NCR DOIM operates and maintains approximately 40 NIPR and SIPR systems, as well as approximately 50 desktop-based VTCs on SIPR and NIPR. While most ARNG NCR DOIM VTCs are Internet Protocol (IP)-based, the ARNG NCR DOIM also maintains two Integrated Services Digital Network (ISDN)-based VTC systems that require support. The ARNG NCR DOIM is not currently responsible for VTC bridges; the contractor shall coordinate with VTC bridge owners within the ARNG or external to the ARNG for multi-point VTC connections. Currently, the ARNG NCR DOIM supports approximately 150 secure and 20 non-secure VTCs per week. The contractor shall provide dedicated, on-site support for the following tasks at TARC, the Pentagon, and the COOP site:

- a. Receive, accept, and schedule VTCs via a standard form submitted by the customer.
- b. Coordinate with the customer, distant end, or bridge provider to capture all required information prior to the VTC.
- c. Establish and test the VTC connection.
- d. Monitor the VTC and troubleshoot issues during support to high profile events and/or priority personnel, as identified by the ARNG NCR DOIM.
- e. Coordinate with bridge provider to resolve external VTC issues.
- f. Perform regular preventative maintenance, testing, patching, and upgrades to VTC equipment.
- g. Configure, test, and install new VTC equipment.
- h. Coordinate with vendors for any VTC issues that require vendor support.
- i. For SIPR VTC support, all above tasks apply. In addition, the contractor shall also register and de-register SIPR VTC rooms with DISA, as required; create SIPR VTC bridges; establish and maintain a Global Video System (GVS) account; and maintain a list of states with and without GVS accounts (**Section F, Deliverable 31**).

### **C.5.3.4.4 SUBTASK 3.4.4 – CONFERENCE ROOM EVENT SUPPORT**

The ARNG NCR DOIM supports various conference room meetings to ensure that A/V equipment is functioning and available for customers. While these meetings do not always

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require VTC capability, they often require the use of projectors, microphones, etc. Currently, the ARNG NCR DOIM supports approximately 75 of these events per week.

The contractor shall:

- a. Provide support as requested for conference room meetings.
- b. Set up and provide support to users of projectors, microphones, and display boards during the event.
- c. Provide on-site support for the duration of the event.

### **C.5.3.5 SUBTASK 3.5 – TELECOMMUNICATIONS SUPPORT**

The ARNG NCR DOIM provides unclassified and secret-level telecommunications devices and services to users throughout the NCR. Telecommunications support includes landline telephony management, data circuit management, and wireless device (e.g., smartphone, satellite phone, tablet, and hotspot) support. The ARNG NCR DOIM utilizes a mix of Plain Old Telephone Service (POTS), Voice over Internet Protocol (VoIP), and wireless phones to provide voice communications to its user base. The ARNG NCR DOIM currently manages a Private Branch Exchange (PBX) as the call manager for unclassified VoIP service, and utilizes an enterprise managed PBX for secret VoIP service. There are currently approximately 4,400 POTS and VoIP handsets supported by the ARNG NCR DOIM. The ARNG NCR DOIM requires dedicated telecommunications support at the remote locations (e.g., Pentagon and COOP site), as well as the primary location at TARC.

#### **C.5.3.5.1 SUBTASK 3.5.1 – LANDLINE TELEPHONY SUPPORT**

The ARNG NCR DOIM primarily utilizes VoIP to deliver voice communications to its users. The current unclassified VoIP solution utilizes Avaya infrastructure. The ARNG NCR DOIM requires minimal support for POTS devices and users.

The contractor shall:

- a. Maintain, update, and administer the unclassified PBX to include applying vendor patches, security patches, and performing upgrades.
- b. Support the addition of new VoIP users.
- c. Support the movement of existing users.
- d. Configure, test, and install VoIP handsets.
- e. Troubleshoot and resolve VoIP issues.
- f. Coordinate vendor maintenance activities, as required.
- g. Perform cabling from the Demarcation or PBX to communications devices.
- h. For Secret telephony support, the contractor shall configure, install, test, and update Secure Terminal Equipment (STE) and Voice over Secret Internet Protocol (VoSIP) devices.

#### **C.5.3.5.2 SUBTASK 3.5.2 – MOBILE COMMUNICATIONS SUPPORT**

Subsets of users require mobile communications devices and support. These devices consist of smart phones, tablets, and wireless hot spots. Currently, the ARNG NCR DOIM supports

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approximately 1,000 mobile communications devices. The ARNG NCR DOIM has a commercial contract through NETCOM and DISA for the devices and service.

The contractor shall:

- a. Receive requests for the issuance or transfer of mobile communications devices.
- b. Configure and provision mobile communications devices.
- c. Coordinate with the AESD, DISA, and the user to enable mobile active synchronization, and complete requirements to perform DISA entitlement manager functions to support this task.
- d. Configure the user's account to enable the ability to send and receive encrypted email.
- e. Monitor device usage and suspend inactive accounts.
- f. Review monthly invoices for accuracy and inform the Government of discrepancies.
- g. Provide support to end users for common issues (e.g., forgotten passwords, device suspension for non-use, operating system upgrades, etc.).
- h. Create and maintain a list of users, devices, and the activated capabilities (e.g., encrypted email, international calling, etc.), and make the list available on the Government's SharePoint (**Section F, Deliverable 32**).

### **C.5.3.6 SUBTASK 3.6 – REMOTE LOCATION SUPPORT**

While the majority of supported users are located at TARC, the ARNG NCR DOIM also provides IT services and support to ARNG and NGB JS users at the Pentagon, Congressional offices, and General Officer quarters. The scope of the required support for these users is the same as TARC; however, many services are provided through coordination with each installation's IT service provider (i.e., JSP). The IT services and support at these remote locations include LAN administration, end-user device support, telecommunications support, and A/V support. The users at some locations are connected through the ARNG portion of DODIN-A (i.e., Pentagon, D.C. Armory, Russell Senate Office Building, and General Officer quarters at Ft. McNair and Joint Base Anacostia-Bolling), while others utilize the Army enterprise network (i.e., Joint Base Myer-Henderson Hall and Longworth House Office Building). **All contractors providing on-site support to these locations shall possess an active Top Secret security clearance with Sensitive Compartmented Information (SCI) access.** While the core support hours for remote locations are 0600-1800 hours Monday through Friday, the ARNG NCR DOIM requires the contractor to also provide on-call 24x7x365 support, and provide on-site support within one hour of notification.

The contractor shall:

- a. Provide dedicated on-site support for all tasks from the Pentagon with travel to other remote locations, as required.
- b. Provide telecommunications support as specified in the telecommunications Section C.5.3.5. As JSP is the service provider for Pentagon IT, the contractor shall coordinate through JSP for landline telephony support.
- c. Provide end-user device support to include configuration, installation, and maintenance of laptops, desktops, zero clients, thin clients, etc.
- d. Create NIPR and SIPR domain accounts.



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- e. Request the creation of SIPR email accounts for supported users.
- f. Provide VTC support as specified in Section C.5.3.4.3.
- g. Perform Enhanced Trusted Agent (ETA) duties and create SIPR tokens.
- h. Provide Tier II and Tier III support for ARNG NCR DOIM-owned equipment.
- i. Troubleshoot network connectivity issues and coordinate with the installation's IT service provider to resolve identified issues.

### **C.5.3.7 SUBTASK 3.7 – COOP SUPPORT**

The ARNG NCR DOIM is responsible for providing IT services and support to the NGB COOP site. The contractor shall provide dedicated on-site support that includes LAN administration, end-user device support, VTC support, and telecommunications support. Support is typically required between 0730-1600 hours Monday through Friday; however, the contractor shall provide 24x7x365 on-site support during COOP exercises or during COOP activation. There are approximately ten COOP exercises annually with each ranging from three to seven days in duration. During COOP activation or exercises, the contractor shall be able to surge to provide additional IT support that would be expected from additional user presence. **All contractors providing on-site support to the COOP site shall possess an active Top Secret security clearance with SCI access.**

The contractor shall:

- a. Provide dedicated on-site support for all tasks from the COOP site.
- b. Provide telecommunications support as specified in Section C.5.3.5. The contractor shall coordinate through the local service provider for landline telephony support.
- c. Provide end-user device support to include configuration, installation, and maintenance of laptops, desktops, zero clients, thin clients, etc.
- d. Provide VTC support as specified in Section C.5.3.4.3.
- e. Perform ETA duties and create SIPR tokens.
- f. Create SIPR domain accounts.
- g. Configure, install, and maintain network equipment (e.g., switches, storage devices, etc.).
- h. Provide Tier II and Tier III support for ARNG NCR DOIM-owned equipment.
- i. Maintain, test, and restore system backups to recover from a local COOP system failure or primary site failure.
- j. Develop a comprehensive, multi-year continuity test and exercise program which evaluates the readiness of NGB continuity capabilities, plans, procedures, facilities, communications, and execution.

### **C.5.3.8 SUBTASK 3.8 – IT TRAINING SUPPORT**

The ARNG NCR DOIM supports users through the development and delivery of IT-specific training for its end users. Training is typically provided for common COTS and Government Off-the-Shelf (GOTS) software applications. Training is delivered in classroom settings using training content previously developed by the COTS provider. The contractor may be required to modify the COTS training content for NCR DOIM-specific requirements. Examples of previous

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IT training include Microsoft Windows 10, Microsoft SharePoint, Microsoft Office Suite products, and the previous GOTS task management tool.

The contractor shall:

- a. Develop training, using existing training content, or modify existing training content.
- b. Schedule the location for the training.
- c. Announce the training via the Government's building notification process.
- d. Provide classroom instruction.
- e. Collect student feedback and provide a summary of feedback during MPSRs.

### **C.5.3.9 SUBTASK 3.9 – CYBERSECURITY SUPPORT**

The contractor shall maintain ARNG NCR DOIM IT infrastructure in a manner compliant with Federal Information Security Management Act (FISMA), DoD RMF, and National Institute of Standards and Technology (NIST) guidance.

#### **C.5.3.9.1 SUBTASK 3.9.1 – SECURITY MANAGEMENT SUPPORT**

Security Management supports many of the other areas of ARNG NCR DOIM managed services as well as ITSM tasks ensuring that security considerations are accounted for or Security Management is a sub-process to other tasks.

For **Governance and Compliance** support, the contractor shall:

- a. Maintain the ARNG NCR DOIM LAN and its management systems are in compliance with all IAVAs.
- b. Conduct weekly security scans of all ARNG NCR DOIM networked equipment using the ARNG NCR DOIM ACAS and remediate vulnerabilities according to SLA.
- c. Review HBSS and Tanium reports for end-point security compliance and remediate identified vulnerabilities, as required.
- d. Track Information Assurance Vulnerability Management (IAVM) compliance.
- e. Create and submit appropriate security related reports such as intrusion, virus infection incidents, FISMA, and others as requested by the Government.
- f. Create POA&Ms for identified vulnerabilities.
- g. Continuously update progress on POA&Ms.
- h. Report ARNG NCR DOIM security compliance to higher level authorities and/or reporting structures.

For **Management and Policy** support, the contractor shall:

- a. Maintain the Information Security Plan.
- b. Support and validate access requests for ARNG NCR DOIM network access and managed services through Service Operations.
- c. Provide consultation on cybersecurity perspectives for proposed changes, initiatives, and projects.
- d. Monitor and review development in the technology and regulations governing the industry, DoD, and Federal Government security operations.

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- e. Provide oversight of Cybersecurity for the ARNG NCR DOIM.
- f. Maintain and draft memorandums for record, system interconnection agreement, and/or equivalent to document any and all system connections to ARNG NCR DOIM networks.
- g. Validate ARNG NCR DOIM-managed assets are in compliance with Army Gold Master configuration, National Security Agency (NSA) Configuration Guidance, and NIST Configuration Guidance through coordination with Asset Management.

### **C.5.3.9.2 SUBTASK 3.9.2 – CERTIFICATION AND ACCREDITATION (C&A) SUPPORT**

The contractor shall:

- a. Keep the ARNG NCR DOIM in compliance with the Tenant Security Plan (TSP) for the ARNG portion of DODIN-A NIPR and SIPR in support of the ARNG Authority to Connect (ATC) and Authority to Operate (ATO). The contractor shall maintain ARNG NCR DOIM compliance with all applicable security controls as defined by NIST Special Publication (SP) 800-53.
- b. Test the security technical controls for the ARNG NCR DOIM LAN.
- c. Support the ARNG's Enterprise C&A prior to external audit, conduct an internal review, and execute all checks and tests as required in DoDI 8510.01 RMF in the areas the Enterprises needs in association with DOIM assets that touch or work with DODIN-A.
- d. Develop a Security Test and Evaluation (ST&E) Test Plan (**Section F, Deliverable 33**) that addresses all the requirements identified in NIST SP 800-53 and the appropriate DoD, Army, and ARNG information system security testing requirements. Prepare, at a minimum, two ST&E Test Plans and support the resulting testing activities during the life of the TO.

### **C.5.3.9.3 SUBTASK 3.9.3 – COMMAND CYBER READINESS INSPECTION (CCRI) SUPPORT**

The contractor shall:

- a. Maintain ARNG NCR DOIM compliance with all applicable CCRI requirements (e.g., Technical, CND Directives, Contributing Factors, etc.).
- b. Provide support to the CCRI assessment team during scheduled and unscheduled inspections.
- c. Report ARNG NCR DOIM CCRI status, findings, and results.
- d. Create POA&Ms and track CCRI findings through POA&Ms and report status during MPSRs.
- e. Support ARNG NCR DOIM preparation for CCRI inspections.
- f. Continuously update progress on POA&Ms; support. Provide post-CCRI finding remediation. Plan, execute, and assist with the planning, execution, and documentation of CCRI finding remediation activities (**Section F, Deliverable 35**).

### **C.5.3.10 SUBTASK 3.10 – EQUIPMENT ADMINISTRATION**

The contractor shall provide for the O&M and lifecycle management of the equipment.

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### **C.5.3.10.1 SUBTASK 3.10.1 – EQUIPMENT MANAGEMENT**

- a. Contractor equipment management support shall include adhering to asset and configuration processes. The contractor shall support the primary Hand Receipt Holders (HRH) IAW AR 710-2 and AR 735-2 to the ARNG Property Book Office (PBO) for equipment under the ARNG NCR DOIM's control. The contractor shall comply with all FAR, Defense Federal Acquisition Regulation Supplement (DFARS), DoD, Army, and NGB regulations, guidelines, and procedures governing GFE. The contractor shall perform regular inventories that are validated against Government SLAs.
- b. The contractor shall also perform physical asset audits to validate inventory IAW DoD, Army, and NGB regulations, guidelines, and procedures and prepare an Asset Audit Report (**Section F, Deliverable 34**). The Asset Audit Report shall include:
  1. Hardware data elements including, but not limited to:
    - A. Accountable Unit Identification Code (UIC) (if available)
    - B. Asset Class
    - C. Asset Status
    - D. Asset Type
    - E. Building
    - F. Floor
    - G. Machine Name
    - H. Manufacturer
    - I. Model
    - J. Asset Tag
    - K. Parent Asset Tag
    - L. Parent Serial Number
    - M. Site Code
    - N. Rack
    - O. Room
    - P. Row
    - Q. Serial Number
    - R. Slot
    - S. Maintenance Contract Number and expiration
  2. Software data elements including, but not limited to:
    - A. License Key
    - B. License Name
    - C. License Serial Number
    - D. Number of Actual License Distributions
    - E. Number of License Entitlements
    - F. Manufacturer
    - G. Manufacturing Part Number
    - H. Software Application Name

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- I. Current Software Application Version on the Network
- J. License Type (e.g., perpetual or term)
- K. Asset Status
- L. Vendor (e.g., reseller or Original Equipment Manufacturer (OEM))
- M. Maintenance Contract Number and expiration
- c. The contractor shall maintain equipment information in the Configuration Management Database (CMDB) and report equipment management activities in the MPSR.

### **C.5.3.10.2 SUBTASK 3.10.2 – EQUIPMENT DISPOSITION**

All obsolete, excess, or surplus equipment, hardware, and software shall be properly disposed of by the contractor IAW applicable laws and regulations.

The contractor shall:

- a. Adhere to ARNG PBO guidance for disposition of obsolete (or no longer needed) equipment.
- b. Update repositories of record.
- c. Report activities in MPSR.

### **C.5.3.10.3 SUBTASK 3.10.3 – EQUIPMENT MAINTENANCE AND AGREEMENTS**

Equipment and software all require warranty and maintenance contracts. To mitigate service disruptions, all equipment shall remain covered by maintenance agreements throughout its deployment, as well as receive proactive notification of any future maintenance coverage requirements.

The contractor shall:

- a. Purchase related supplies and services in support of uninterrupted equipment maintenance on a cost-reimbursable basis (see agreements IAW Section H.12. (See **Section J, Attachment R** for a list of the current agreements).
- b. Provide the following required services:
  - 1. Manage all equipment and systems maintenance support agreements, unless directed otherwise by the ARNG.
  - 2. Maintain accurate maintenance agreements information in the CMDB.
- c. Track, manage, and report equipment warranties and maintenance agreements.

### **C.5.3.10.4 SUBTASK 3.10.4 – SITE EQUIPMENT SUPPORT**

All of the ARNG NCR DOIM equipment is located in Government facilities. The contractor shall provide touch labor support and materials to perform fix and upgrade activities on-site at all ARNG NCR DOIM locations. The contractor shall provide on-site maintenance, fix, and upgrade support as required to include maintaining operational capabilities of the ARNG NCR DOIM systems as part of activities associated with site equipment support. In order to maintain appropriate on-site support, the contractor shall perform the following tasks:

- a. Determine that equipment, or its parts, needs to be repaired or replaced.
- b. Order appropriate parts.

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- c. Configure equipment or parts.
- d. Ship to site.
- e. Perform on-site installation, including scheduling with site personnel.
- f. Perform testing.
- g. Dispose of old parts.
- h. Update the information in the Configuration Management System (CMS).
- i. Coordinate all logistics and schedules associated with on-site visits and repairs.
- j. Provide the Government with monthly updates concerning the fix and maintenance activities.
- k. Perform on-site support during core hours and provide after-hour support, if required by the local conditions.

### **C.5.3.11 SUBTASK 3.11 – LOCAL REGISTRATION AUTHORITY (LRA) SUPPORT**

The ARNG NCR DOIM is responsible for performing LRA duties in support of Public Key Infrastructure (PKI). LRAs provide local face-to-face identity proofing and provide validation that a person is authorized to obtain a certificate through verification of their identity. The LRA is responsible for formatting tokens, conducting the identification and authentication process, registering subscribers, and enrolling new tokens, when necessary. The ARNG NCR DOIM performs LRA duties through this TO.

The contractor shall be responsible for the following:

- a. Perform LRA duties for SIPR user tokens, SIPR Alternate Smart Card Logon (ASCL) tokens, and NIPR ASCL tokens.
  - 1. Conduct daily operational activities for the NGB PKI LRA station site.
  - 2. Maintain ARNG NCR DOIM compliance with Army CIO/G6 PKI guidance.
  - 3. Maintain compliance of the NGB PKI LRA station with all CCRI requirements.
  - 4. Prepare the LRA station for DISA audits of the NGB PKI LRA station.

### **C.5.4 TASK 4 – TECHNICAL REFRESH SUPPORT**

The contractor shall refresh the equipment, software, and tools as needed over the life of the TO. The contractor shall manage, test, and install the items in the operational environment. The contractor shall configure the new hardware/software in the various sites.

### **C.5.5 TASK 5 – GOVERNMENT DIRECTED INITIATIVES (GDIs) (OPTIONAL)**

The contractor shall provide support for ARNG NCR DOIM requirements and systems in the form of short-term projects and initiatives and for unanticipated requirements including system, system component, or application failure; systems integration; systems deployment; DoD and Congressional mandates, project management support, or data warehouse support; help desk, service desk, or call center support; desktop support; and unanticipated requirements.

Examples of projects and initiatives include:

- a. A previous upgrade of the Windows operating system to Windows 2010 R2, which was a security mandate.

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- b. A previous upgrade of the National Guard Coordination Center (NGCC) video wall.

## SECTION D – PACKAGING AND MARKING

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